

## SAP Customer Success Story Automotive



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Mischa Kohnen, Project Manager, MANN+HUMMEL

### AT A GLANCE

#### Summary

The MANN+HUMMEL Group upgraded its global, high-availability SAP® system environment to SAP R/3® Enterprise software and went live after just 48 hours' downtime, thanks to services provided by SAP Consulting. SAP R/3 Enterprise functionality is now available in the mySAP™ ERP solution.

#### Web Site

[www.mann-hummel.com](http://www.mann-hummel.com)

#### Key Challenge

Safeguard future by implementing new version of SAP software for enterprise resource planning (ERP)

#### Project Objectives

- Upgrade to new SAP software for ERP in 19 plants in 10 countries and in various time zones simultaneously
- Implement solution within 48 hours

#### Solutions and Services

SAP Consulting project management and technical consulting services for customer-based upgrade (CBU)

#### Why SAP Service

- Expert knowledge of SAP software
- Methodological skills for complex system settings
- Direct access to SAP developers
- Quality assurance through risk management
- Fast knowledge transfer to MANN+HUMMEL employees

#### Implementation Highlights

- Created new authorization concept
- Converted more than 10,000 custom settings during the system changeover
- Implemented solution on time and within budget

#### Key Benefits

- Reduced downtime to 48 hours using the CBU procedure and tools
- Enabled successful knowledge transfer

#### Implementation Partners

- SAP Consulting
- MHP

#### Existing Environments

- SAP R/3 software, functionality now available in mySAP ERP
- mySAP Supplier Relationship Management solution, including the SAP Enterprise Buyer component
- mySAP Customer Relationship Management solution
- SAP NetWeaver™ platform, including the SAP Enterprise Portal and SAP Business Intelligence components
- Collaboration Projects suite, a part of the mySAP Product Lifecycle Management solution

#### Database

Oracle 8.1.7

#### Operating System

Microsoft Windows 2000

## MANN+HUMMEL GROUP

### Global Automotive Components Manufacturer Taps SAP® Consulting to Ensure a Successful Upgrade and Just 48 Hours of Downtime

For an international organization like the MANN+HUMMEL Group, state-of-the-art software systems can link operations across many continents, ensuring integrated business processes and, often times, a secure future. And this is why the group runs SAP® solutions at 19 plants in 10 countries across the world. Every day, some 2,500 users in different time zones work in a system landscape that contains almost exclusively SAP applications. This high-availability environment is controlled by MANN+HUMMEL's main computer center in Ludwigsburg, Germany. “Almost all the solutions we use are from SAP, and at least 95% of our business processes are based on SAP software,” reports Mischa Kohnen, project manager, MANN+HUMMEL.

#### “A Reliable System” for Years to Come

With its switch to SAP R/3® Enterprise software (which is now available in the mySAP™ ERP solution), the company was not only looking to modernize its IT infrastructure, it also wanted to ensure optimal system performance for years to come. Kohnen stresses that with SAP software, MANN+HUMMEL knew it would have “a reliable system for the next eight years,” which is the length of the company's maintenance agreement with SAP.

Founded in 1941, MANN+HUMMEL employs 9,000 people at some 41 sites around the world. With sales of €1.14 billion in fiscal 2003, the group is a key player in the automotive

components industry. Its original equipment (OE) division develops, produces, and markets MANN+HUMMEL filter and air intake systems and other components for the automotive industry, with spare parts distributed under the MANN-FILTER brand name. MANN+HUMMEL also develops and produces industrial filters and filtration systems for the engineering and construction industry, as well as materials handling products for the plastics industry.

### **Challenging Technical Upgrade**

When MANN+HUMMEL made the upgrade to the future-proof software, it was able to take advantage of new standard functionality that SAP had developed over the years, eliminating the need for certain customizations. For example, delivery note breakdown functionality, which is particularly relevant for logistics management in Germany, is now a standard part of SAP software for enterprise resource planning (ERP).

However, MANN+HUMMEL still had to deal with a high number of custom developments – Kohnen speaks of around 1,500 add-ons – but chose to handle the changeover as a purely technical upgrade due to time restrictions. “A parallel reengineering project would not have been possible in the time available,” explains Kohnen.

### **Largest IT Project in Company's History**

Although “only” a technical upgrade, the implementation became the largest IT project in the company’s history, involving 2,500 users, a wide range of system requirements, numerous international sites, and various time zones.

IT managers at MANN+HUMMEL estimated it would take four or five days to convert all the customized system settings and modifications – which totaled around 10,000. “Shutting down the system for so long was inconceivable for our international company,” says Kohnen. “We had to find a way to make the upgrade while keeping downtime to a maximum of 48 hours, despite the huge number of conversions,” he adds, outlining the company’s ambitious goal. The company found the answer in SAP Consulting.

### **Ensuring Minimal Downtime with Customer-Based Upgrade**

The SAP consultants recommended a “customer-based upgrade” (CBU), which was designed to significantly reduce downtime for systems that contain many customized enhancements. SAP Consulting handled the technical aspects of the implementation, working closely with MANN+HUMMEL to ensure success. Kohnen says, “Our system environment is very complex and CBU had rarely been tested under such extreme conditions, so it was critical to have direct contact with the developers.”

### **A Winning Combination of Skills**

The project team was comprised of the company’s own skilled IT staff and experienced consultants from SAP Consulting and MHP, a long-standing MANN+HUMMEL consulting partner. This was MANN+HUMMEL’s first collaboration with SAP Consulting. Kohnen reports, “By partnering with SAP Consulting, we benefited from unparalleled SAP expertise – plus specialist knowledge for particular capabilities. What’s more, we were able to ensure our employees became familiar with the software early on.” The strategy paid off.

In spite of the fact that the implementation team had to fine-tune over 13,000 functions and accommodate numerous national and international locations and multiple languages, the company completed its upgrade under budget and within the planned project deadline of seven months. Kohnen feels the success of the implementation is due in no small part to the effective combination of resources.

### **Expert Risk Management**

Kohnen also attributes the smooth implementation to shrewd project control and expert risk management provided by SAP Consulting. “Technically speaking, CBU was just as interesting a challenge as the new SAP R/3 Enterprise release; the effects on an entire system cannot always be foreseen. We ran two test upgrades with CBU to ensure the transfer would go as planned,” says Kohnen.

**“The CBU procedure from SAP Consulting enabled us to reduce the downtime of our central system by half. I can’t think of any other way we could have achieved that.”**

Mischa Kohnen, Project Manager, MANN+HUMMEL

And it was well worth the effort. The central system went live without a hitch and with a total downtime of just 48 hours. Kohnen concludes, “The CBU procedure from SAP Consulting enabled us to reduce the downtime of our central system by half. I can’t think of any other way we could have achieved that.”

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